



User Manual

How to book a hotel

INDEX

1. HOW TO BOOK A HOTEL	3
2. USEFUL TIPS	6
3. CHECKING, CHANGING AND CANCELING YOUR HOTEL BOOKINGS	7
3.1. How to search your bookings	7
3.2. Checking and editing bookings	7
3.3. Bookings modification	8
3.4. Bookings cancelation	10

1. HOW TO BOOK A HOTEL

1.1. Specify the arrival and departure date or simply the arrival date and the number nights. You can type your dates or use the calendar.

Mon	Tue	Wed	Th	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

1.2. Choose a destination from the drop-down menu. By typing the first letter the options of relevant destinations will appear.

Do you know the destination ? ☒ Yes ☐ No

Type a destination
(City, region or tourist zone)

- Barcelona (Barcelona, Spain) (Town)
- Barcelona (Spain) (Region)

1.2 / 2

Type a city, region or tourist zone and select it on the list

You can also choose a specific hotel from the Hotel field.

The screenshot shows a portion of a web booking interface. At the top, there's a teal header with a shopping cart icon and the text "Your basket is empty". Below this is a search bar labeled "Hotel" containing the text "TEST HOTEL - DO NOT BOOK". To the right of the search bar is a green plus icon. Below the search bar is a section titled "BOARD BASIS" in a teal box. Under this section, there's a dropdown menu currently showing "Any". To the right of the dropdown are two icons: a document and a trash can. At the bottom of this section are two buttons: "Clear" and "Search".

1.2. Specify the number of rooms that you would like to book and type of board preferred (optional).

The screenshot shows a form with several input fields. The first row contains four fields: "NO. ROOMS" with a dropdown showing "1", "ADULTS/ROOM" with a dropdown showing "2", "CHILDREN/ROOM (*)" with a dropdown showing "0", and "BOARD BASIS" with a dropdown showing "Any". To the right of the "BOARD BASIS" dropdown are two icons: a document and a trash can. Below these fields is a section titled "Ages of children" with three dropdown menus. Below this section is a note: "(*) Babies included". At the bottom right of the form are two buttons: "Clear" and "Search".

To book more than one room, use



To copy the information from the first room, click on



To delete data, click on



1.3. Click on Search to obtain all the hotels that match your searching parameters.

The screenshot shows a web interface for hotel booking. At the top, there are navigation tabs: Hotels, Mountain, Beach, Groups, Getaways, Allotment report, and Virtual showroom. Below these are search filters for the number of rooms (1, 2, 0), ages of children, and a search button. The main section is titled 'Results' and contains a table of hotels. Each row includes a hotel name, its type, category, zone, and a 'Book' button. The hotels listed are: AMERICA Hotel 4 Barcelona, CALEDONIAN Hotel 3 Barcelona, FIESTA HOTEL CASPE City hotel 4 Barcelona, CATALONIA RUBENS Hotel 3 Barcelona, HOTEL MEDIUM MEDICIS Hotel 2 Barcelona, HOTEL GRAN RONDA Hotel 0 Barcelona, HOTEL LLEO Hotel 3 Barcelona, SENATOR BARCELONA HOTEL Hotel 4 Barcelona, and HOTEL ADAGIO Hotel 0 Barcelona. Each hotel entry also shows a price of STANDARD RO 80.00 EUR.

HOTEL	TYPE	CATEGORY	ZONE	Price	Book
AMERICA Hotel 4 Barcelona				STANDARD RO 80.00 EUR	Book
CALEDONIAN Hotel 3 Barcelona				STANDARD RO 80.00 EUR	Book
FIESTA HOTEL CASPE City hotel 4 Barcelona				STANDARD RO 80.00 EUR	Book
CATALONIA RUBENS Hotel 3 Barcelona				STANDARD RO 80.00 EUR	Book
HOTEL MEDIUM MEDICIS Hotel 2 Barcelona				STANDARD RO 80.00 EUR	Book
HOTEL GRAN RONDA Hotel 0 Barcelona				STANDARD RO 80.00 EUR	Book
HOTEL LLEO Hotel 3 Barcelona				STANDARD RO 80.00 EUR	Book
SENATOR BARCELONA HOTEL Hotel 4 Barcelona				STANDARD RO 80.00 EUR	Book
HOTEL ADAGIO Hotel 0 Barcelona				STANDARD RO 80.00 EUR	Book

1.4. Click on the Book button located to the right of your preferred option.



2B travel[®]
GROUP

2. USEFUL TIPS

Check hotel information before booking by clicking on hotel name. You will see the hotel's dossier. The dossier could be printed out or sent as pdf to your client.

The screenshot displays a hotel booking system interface. On the left, there is a list of hotels under three categories: AMERICA, CALEDONIAN, and FIESTA HOTEL. Each category lists a hotel name, star rating, and location (Barcelona). The main area shows a detailed view of a hotel report for Barcelona, including a map of the city and a table of room rates.

HOTEL	TYPE	CATEGORY	ZONE	ROOMS	BOARD BASIS	TOTAL PRICE
AMERICA Hotel 4★ Barcelona				STANDARD	RO	80.00 EUR
				STANDARD	AD	106.67 EUR
				STANDARD	MP	133.33 EUR
						160.00 EUR
						160.00 EUR
CALEDONIAN Hotel 3★ Barcelona						186.67 EUR
						213.33 EUR
						240.00 EUR
						80.00 EUR
						106.67 EUR
FIESTA HOTEL City hotel 4★ Barcelona						133.33 EUR
						160.00 EUR
						160.00 EUR
						186.67 EUR
						213.33 EUR
		240.00 EUR				
		80.00 EUR				

The detailed view for the CALEDONIAN Hotel 3★ Barcelona shows a map of the city and a table of room rates. The map includes labels for various districts like GRÀCIA, SARRIÀ - SANT GERVASI, LES CORTS, and L'Hospitalet de Llobregat. The table of room rates is as follows:

ROOMS	BOARD BASIS	TOTAL PRICE
STANDARD	RO	80.00 EUR
STANDARD	AD	106.67 EUR
STANDARD	MP	133.33 EUR
		160.00 EUR
		160.00 EUR
		186.67 EUR
		213.33 EUR
		240.00 EUR

You can filter your search results by hotels category , area , type of hotel or even view the hotels distributed on the google map.

Results

Filter by Zone: Any

Filter by Category: Any

Filter by Hotel type: Any

Filter by Distinguished hotel: Any

Filter by Map Group: Map ☐

3. BOOKINGS CHECK, MODIFICATIONS AND CANCELATION

MY BOOKINGS

Use this section to **SEARCH**, **EDIT**, **CHANGE** and **CANCEL** your bookings.

3.1. How to search to your bookings

Search for bookings with the help of different filters on this screen. Then, click on **FILTER**.

Filter

Arrival date: from to

Departure date: from to

Creation date: from to

Booking reference:

Agency ref.:

Customer's name: test

Show: All

☒ All ☐ Not consumed ☐ Consumed ☒ All ☐ Paid ☐ Pending payment

☐ WEB ☐ Microsite ☐ XML

Clear Filter

List

REF.	AGENCY REF.	CONCEPT	SERVICES	INITIAL DATE	CREATION	HOLDER	PRICE	PAYMENT INFO.	STATUS
7810		CIR: Mallorca mágica	1	29/12/2012	11/12/2012 10:32	RADWA TEST	1,621.76 EUR	Not paid	✓
7712		HTL: HOTEL VALADIS EXC: Cuevas del Drach (Standard)	2	01/12/2012	26/04/2012 17:08	TEST	219.51 EUR	Not paid	✓
7710		HTL: CALA PI CLUB	1	01/11/2012	26/04/2012 16:40	TEST VERSYS	97.56 EUR	Not paid	✓
7711		HTL: HOTEL VALADIS	1	01/11/2012	26/04/2012 16:41	TEST	4.88 EUR	Not paid	✓
7768		HTL: HOTEL VALADIS	1	01/10/2012	25/07/2012 10:24	TEST	73.17 EUR	Not paid	✓
7718		HTL: HOTEL VALADIS TRS: SON SAN JOAN >> AC CIUTAT DE PALMA EXC: Cuevas del Drach (Standard)	3	01/07/2012	29/04/2012 19:43	TEST VALADIS	565.85 EUR	Not paid	✓
7734		HTL: HOTEL VALADIS TRS: SON SAN JOAN >> AC CIUTAT DE PALMA	2	01/07/2012	01/05/2012 14:04	TEST	804.88 EUR	Not paid	✓
7705		HTL: HOTEL MEDIUM ARISTOL EXC: Cuevas del Drach (Standard) TRS: SON SAN JOAN >> AC CIUTAT DE PALMA	3	12/06/2012	16/04/2012 10:31	TEST	634.14 EUR	Not paid	✓
17		EXC: Barcelona y el modernismo (null) HTL: HOTEL MEDIUM ARISTOL	2	01/03/2012	11/02/2012 13:35	TEST2	3,430.49 EUR	Not paid	✓

3.2. Checking and editing bookings

To **CHECK** or **EDIT** bookings, click  on . This button will also **HELP YOU TO**:

- Add or change comments.
- Add or change travel agency reference.
- Pay for your booking.
- Check your booking breakdown.
- Check and print contract terms and conditions, booking voucher and proforma invoice.
- Cancel your booking.

3.3. Bookings modifications

To **CHANGE** bookings click on  . This button will **HELP YOU** make changes on a given booking as long as it **IT HAS NOT INCURRED INTO CANCELLATION EXPENSES**. You can change:

- Check-in and check-out dates.
- Number of nights.
- Number or type of rooms.
- Type of board.
- Name of booking holder.
- Comments.

Making changes on bookings is very simple

- 1.- Change information by clicking on Change (on-line)
- 2.- The system will make a new search, based on the change that you have made, and will ask you for confirmation:

The screenshot displays the 2B travel booking system interface. At the top, there is a navigation bar with links: HOTELS, TRANSFERS, EXCURSIONS, MICE SERVICES, BOOKINGS, and CONFIGURATION. Below this, a secondary bar shows 'My bookings' and 'My requests', along with a shopping cart icon and the text 'Your basket is empty'.

The main content area is titled 'Booking [8034-HTL8036]'. It contains a disclaimer: 'The modification of this booking (names, check-in and check-out dates, length of stay, type of room, board, etc.) may be considered by the hotel as a new booking and generate price changes upon modification of booking terms and conditions (early booking, offers, minimum stays) or other specific conditions associated to the original booking.'

Below the disclaimer, the 'Hotel' section shows 'Name: AMERICA', 'Town: Barcelona (Spain, Barcelona)', and 'Category: 4 stars'. The 'Details' section shows 'Arrival date: 01/05/2015', 'Departure date: 03/05/2015', and 'Number of nights: 2'.

The 'Booking lines' section contains a table with columns: ARRIVAL, DEPARTURE, NO. ROOMS, AD. / ROOM, CHILDREN/ROOM, AGE 1, AGE 2, AGE 3, and BOARD BASIS. The table shows one line with arrival date 01/05/2015, departure date 03/05/2015, 1 room, 3 adults, 0 children, and board basis 'Lodging and Breakfast'.

A modal window titled 'Results' is open, showing a table with columns: HOTEL, TYPE, CATEGORY, ZONE, ROOMS, BOARD BASIS, COMMISSION, PRICE, and AVAILABILITY. The table lists two options: 'AMERICA' with 'STANDARD' rooms at 373.33 EUR, and 'Hotel 4' with 'SUITE (BALCONY)' rooms at 666.67 EUR. Both options have a 'Confirm modification' button.

At the bottom of the modal, there is a link 'IF YOU HAVE NOT FOUND WHAT YOU ARE LOOKING FOR CLICK Booking change request'.

The background interface also shows a 'Customer's name' field, a 'Holder' section, and a 'Comments (B)' section. At the bottom right, there are 'Back' and 'Modify' buttons.

- 3.- Accept the terms and conditions of the contract and click on Confirm modification.

You should know that:

Once a booking incurs into cancellation expenses, you may request a booking change by clicking on Request a booking change button. This booking will be modified offline by our booking team.

If you do not confirm your change before leaving your booking's screen, your changes **WILL NOT** be saved.

3.4. Bookings cancelation:

There are two ways in which you can **CANCEL** bookings:

- 1.- Search for your booking and click  on
- 2.- Search for your booking, click on the **EDIT** button, and - once inside your booking - click on the Cancel button (at  bottom) or on (at the top).